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Date: April 2019

Job Title:	<b>Service Administrator</b>
Reports To:	Service Manager
<b>Position Objective:</b> The Service Administrator is committed to being a team player, providing superior service to our customers in a manner that reflects a positive Corporate image. Under the direction of the Service Supervisor, the Service Administrator is responsible for day-to-day service office duties including but not limited to customer service, service reports, parts ordering, invoicing and other administrative duties in an efficient and timely manner.	

**Results Expected:**

- Ordering parts required for Dashwood Service Technicians, outside service providers, contractors and customers
- Close service reports and match up to invoices and/or warranty sheets for Service Manager's approval within 24 hours of receipt
- Receive phone calls from contractors and/or customers, determining their service requirements
- Write up Service Reports for house closings for Dashwood Service Technicians and/or outside service providers
- Write up Service Reports for site mulls for Dashwood Service Technicians and/or outside service providers
- Maintain the filing of all service reports and other service related items on a daily basis
- In the absence of the Service Supervisor, assisting the Service Coordinator with the service requirements of the Dashwood Service Technicians
- Other service related duties